

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Zhu )

Serial No. : 10/690,514 ) Examiner : Quynh H. Nguyen

Filed : 10/23/2003 ) Group Art Unit: 2614

For : VIRTUAL QUEUING SUPPORT SYSTEM AND METHOD

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450  
Via EFS-web

Certificate of mailing or transmission [37 CFR  
1.8(a)]  
I hereby certify that this correspondence is  
being:  
- electronically submitted via EFS-Web  
  
on: .....February 19<sup>th</sup>, 2008 .....by: .. Mary Lee.....  
  
...../Mary Lee/ .....  
Signature

**RESPONSE TO OFFICE ACTION**

Dear Madam, Sir:

In response to the outstanding Office action dated 11/20/2007, please find hereinafter some amendments and remarks.